

Telecommunications Outage Reporting and Contact Information

Please ensure your company's key staff members are aware of South Dakota's outage reporting statutes and rules. The Public Utilities Commission's outage reporting form can be found via the "Outage Reporting" link on the **www.puc.sd.gov** home page.

Applicable telecommunication statutes and rules include the following:

20:10:33:27. Reporting requirements when 911 service is disrupted or impaired. Each local exchange company shall, immediately upon discovery, report to each 911 public safety answering point serving the affected local service areas, to the local area broadcast media serving the affected local service areas, and to the commission pertinent information concerning any specific occurrence or development which disrupts or impairs the local service area's access to the 911 service within a given 911 system. In addition, each local exchange company shall provide the public safety answering point, the local area news media, and the commission with a time estimation on when the repair to the 911 system will be completed and the 911 service restored.

20:10:33:28. Reporting of service disruption or impairment. Each local exchange company shall, within one hour of discovery, report to the local area broadcast media serving the affected local serving areas and to the commission, pertinent information concerning any specific occurrence or development which disrupts or impairs the telecommunications service of the smaller of 25 percent or 750 or more customers in a local exchange area for a time period in excess of one hour. Notification is also required for complete switching system failures, isolation of remote switching modules from their host, or major service disruptions due to interoffice failures.

Provide contact information for company staff members to be contracted by the PUC in an emergency. Submit your information by May 1, 2008.

Company Name: _____

Company Address: _____

Telephone: _____ Toll-Free Number: _____

CEO/General Manager: _____

Daytime Business Telephone: _____

Cell Phone: _____ After Hours Telephone: _____

E-Mail Address: _____

Emergency Contact for South Dakota: _____

Daytime Business Telephone: _____

Cell Phone: _____ After Hours Telephone: _____

E-Mail Address: _____

Consumer Contact Person: _____

Daytime Business Telephone: _____

Cell Phone: _____ After Hours Telephone: _____

E-Mail Address: _____

E-mail to puc@state.sd.us with "Outage Contacts" in subject line.

Or mail to PUC Outage Contacts, 500 East Capitol Ave, Pierre, SD 57501-5070.